



Training Opportunity

Course Title:	Safety and Security Measures for Front Desk Personnel
Date(s)/Time:	April 19, 2004
Location:	Sheraton Hotel Waterside 777 Waterside Drive Norfolk, VA
Tuition:	\$126.75
Vendor:	National Seminars
Course Manager:	Louise Olszewski at Louise.Olszewski@cpocscr.army.mil 256 842-6540/DSN 788-6540
Cancellation Policy	If reservation is cancelled, credit is given for a future seminar or you may substitute another employee.

Who Should Attend: For secretaries, receptionists, security personnel who are expected to recognize and handle security problems . . . stop unauthorized visitors in their tracks . . . and keep cranks and trouble-makers out of the office and off the phone.

Course Description:

- How to keep your guard up when the phone, visitors, delivery persons and employees all demand your attention at once
- Say "No" with confidence and authority so others will know you mean it
- Master different forms of body language that show people you are not intimidated
- How to quickly recognize and field phone callers who are fishing for confidential information
- How to look, act, and sound like the no-nonsense professional
- When you get the feeling that things just aren't right — how to develop and use your sixth sense
- How to confront — and stop — people who try to slip by you
- How to sense when a difficult person is becoming a security problem . . . before it's too late to act
- When a crisis strikes — what your supervisor will expect from you
- Tips on creating your own emergency procedure manual
- Proven phone techniques that will calm even the most angry callers
- Life-saving strategies you can put to use when threatening people are in your area

Registration Information:

Registration Deadline: April 9, 2004

Participants should follow local procedures for securing approval to attend this course. After receiving approval, contact Louise Olszewski at Louise.Olszewski@cpocscr.army.mil for a space in the course. Your organization's Credit Card Holder should complete and fax the attached payment authorization sheet to Louise Olszewski prior to the course start to enter your name on the course roster.

Additional Information:

The price quoted in this announcement is only available through the course manager. Employee should fax a copy of training certificate to course manager to receive credit in MDCPDS training record. Fax number is 256 876-3627/DSN 746-3627.

South Central Region Human Resources Development Payment Authorization Sheet

This document confirms approval of the following individual(s) to attend this training program and authorizes the vendor to charge the listed tuition amount to the attendee's organization. **If multiple employees are attending from the same organization attach a separate sheet listing each additional employee's name, phone number and e-mail address.** Fax completed document(s) to: **256-876-3627 (DSN 746-3627)**. If you have questions, please call Marsha Samples, 256 842-6543 or Louise Olszewski, 256 842-6540 (DSN 788).

Course: **Safety and Security Measures for Front Desk Personnel**
Training Location: **Sheraton Hotel Waterside**
777 Waterside Drive
Norfolk, VA

Start Date: **April 19, 2004**
Tuition: **\$126.75**
Vendor: **National Seminars**

Employee Name:
Organization:
Installation:
Phone number:
FAX number:
E-Mail Address:

Cardholder Name
Cardholder phone number
(commercial number with area code)

Payment Information ☐

Please charge the tuition amount to:
Purchase Card #:

Expiration Date _____

☐

Please contact the cardholder listed above to obtain
purchase card information.

Receipt Information ☐

I do not require a receipt for this service **OR**

☐

Please send receipt to (provide address, fax and/or
e-mail):

E-Mail (Optional)

Commercial FAX Number (Optional):

Signature of purchase card holder

Date